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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR  
CALL CENTERS"

BOX AF

Commissioner for Patents  
Washington, D.C. 20231

Group Art Unit: 2645

Examiner: Anwah, Olisa

AMENDMENT AFTER FINAL

## CERTIFICATE OF FACSIMILE TRANSMISSION

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ON October 1, 2003.BY: *Aimee Thunk*  
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Dear Sir:

Applicant submits this Amendment After Final to address the Office Action having a mailing date of June 18, 2003. Please charge Deposit Account No. 50-1602 in the amount of \$110 for a one-month extension of time, thereby extending the deadline from September 18, 2003 to October 18, 2003 and \$36 for two newly added dependent claims. Although the Applicant believes that no other fees are due for filing this Amendment After Final, please charge any such fees deemed necessary to Deposit Account No. 50-1602.

AMENDMENTS TO THE CLAIMS

10/15/2003 VTOWLER 00000004 501602 09482969

01 FC:1251

Please amend Claims 1, 8, 14-15, 19, and 25 as follows:

1. (Currently Amended-Three Times) A method for use in managing outgoing calls in a call center, comprising:

10/15/2003 VTOWLER 00000004 501602 09482969

02 FC:1202

36.00 DA

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October 1, 2003

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